

# Dummy Data - SLI Performance

Date Measured	Current Status
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Yellow
10/01/2015 12:00:00 AM	Yellow
10/01/2015 12:00:00 AM	Red
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green

# Dummy Data - SLI Performance

% Level of Service Added	
	0.027777777777778
	0.027777777777778
	0
	0
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# Dummy Data - SLI Performance

September Performance	Service Area
	1 Data Center Services
	1 Data Center Services
	5 Data Center Services
	5 Data Center Services
	15 Data Center Services
	1 Data Center Services
	1 Data Center Services
	1 Data Center Services
	1 Data Center Services

# Dummy Data - SLI Performance

Service Category	Service Group
Compute Services	Physical Hosting and Support SLIs
Compute Services	Physical Hosting and Support SLIs
Compute Services	Physical Hosting and Support SLIs
Compute Services	Physical Hosting and Support SLIs
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Compute Services	Physical Hosting and Support SLIs
Compute Services	Physical Hosting and Support SLIs

# Dummy Data - SLI Performance

Service	SLI
Availability - Physical Hosting - Unix Servers	% availability
Availability - Physical Hosting - Windows Servers	% availability
Configuration Change Request - Acknowledgement	# of business days to acknowledge configuration change request
Configuration Change Request - Hardware Change	# of business days to implement hardware configuration change
Configuration Change Request - Software Change	# of business days to implement software configuration change
New Physical Server Request - Acknowledgement	# of business days to acknowledge a request for new physical server
New Physical Server Request - Consultation	# of business days to provide consultation for new physical server request
Physical Server Decommission Request	# of business days to decommissioning physical server
Physical Servers to Administrator Ratio	Average number of physical servers per administrator.

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10/01/2015 12:00:00 AM	Green
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10/01/2015 12:00:00 AM	Green
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10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green
10/01/2015 12:00:00 AM	Green
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# Dummy Data - SLI Performance

1 Data Center Services	
1 Data Center Services	
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1 Data Center Services	
1 Data Center Services	



# Dummy Data - SLI Performance

Compute Services	Physical Hosting and Support SLIs
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Compute Services	Physical Hosting and Support SLIs
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Compute Services	Virtual Hosting and Support SLIS
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Compute Services	Virtual Hosting and Support SLIS
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Compute Services	Virtual Hosting and Support SLIS
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Compute Services	Virtual Hosting and Support SLIS
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# Dummy Data - SLI Performance

Technical Consulting - Acknowledgement	# of business days to acknowledge a request for technical consulting
Technical Consulting - Provisioning	# of business days to provision of technical consulting
Availability - Virtual Hosting - Unix Platforms	% availability of virtual hosting - Unix Platforms
Availability - Virtual Hosting - Unix Servers	% availability of virtual hosting - Unix Servers
Availability - Virtual Hosting - Windows Platforms	% availability of virtual hosting - Windows Platforms
Availability - Virtual Hosting - Windows Servers	% availability of virtual hosting - Windows Servers
Configuration Change Request	# of business days to complete a configuration change request
Configuration Change Request - Standard	# of business days to complete configuration change request
New Virtual Server Request - Standard	# of business days to complete new virtual server
New Virtual Server Request - Standard	# of business days to a complete new virtual server
New Virtual Server Request -	# of business hours to a

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10/01/2015 12:00:00 AM	Green
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10/01/2015 12:00:00 AM	Green
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# Dummy Data - SLI Performance

0.027777777777778

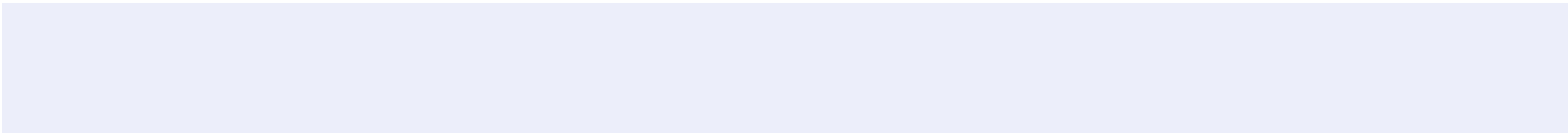
0.027777777777778

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# Dummy Data - SLI Performance



1 Data Center Services



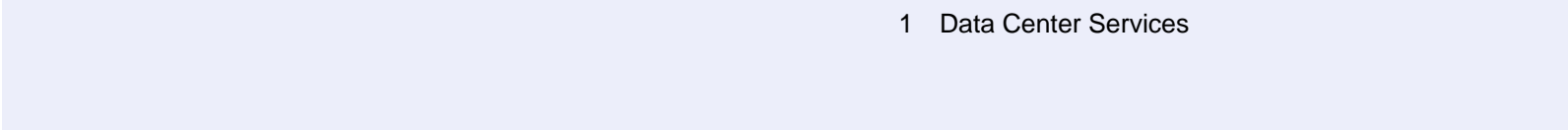
1 Data Center Services

1 Data Center Services



1 Data Center Services

1 Data Center Services



1 Data Center Services

1 Data Center Services



1 Data Center Services

# Dummy Data - SLI Performance

Compute Services	Virtual Hosting and Support SLIS
Compute Services	Virtual Hosting and Support SLIS
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Compute Services	Virtual Hosting and Support SLIS
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Compute Services	Virtual Hosting and Support SLIS

# Dummy Data - SLI Performance

Expedited	new virtual server (requires management escalation for expedited service)
New Virtual Server Request - Expedited	# of business days to complete a new virtual server (requires management escalation for expedited service)
Server Decommission Request	# of business days to decommission virtual server
Snapshot and Recovery Request	# of business days for snapshot and recovery request
Technical Consulting - Acknowledgement	# of business days to acknowledge a request for technical consulting
Technical Consulting - Acknowledgement	# of business days to acknowledge a request for technical consulting
Technical Consulting - Provisioning	# of business days to for provisioning of technical consulting
Technical Consulting - Provisioning	# of business days to for provisioning of technical consulting
Virtual Image to Administrator Ratio	# of average of virtual images per administrator

# Dummy Data - SLI Performance

10/01/2015 12:00:00 AM

Green

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Green

10/01/2015 12:00:00 AM

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10/01/2015 12:00:00 AM

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10/01/2015 12:00:00 AM

Green



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# Dummy Data - SLI Performance

0.99982 Data Center Services

0.99471 Data Center Services

0.99982 Data Center Services

1 Data Center Services

3 Data Center Services

1 Data Center Services

1 Data Center Services

1 Data Center Services

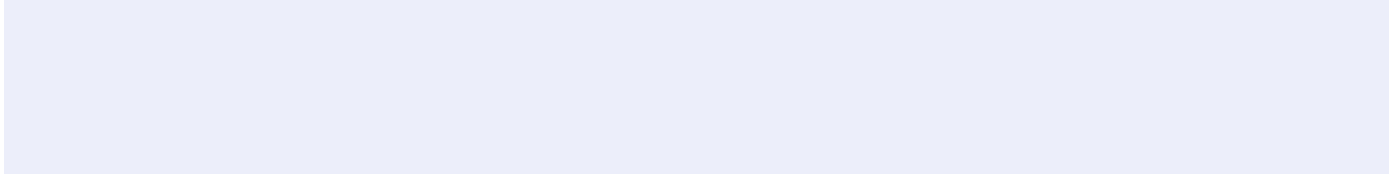
# Dummy Data - SLI Performance

Facilities Services	Facilities SLIs
Facilities Services	Facilities SLIs
Facilities Services	Facilities SLIs
Facilities Services	Facilities SLIs
Facilities Services	Facilities SLIs
Facilities Services	Facilities SLIs
Facilities Services	Facilities SLIs

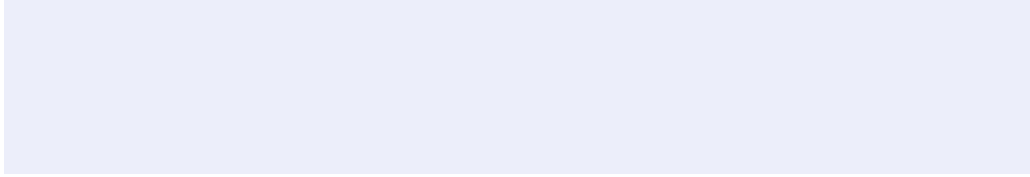
# Dummy Data - SLI Performance

	images per administrator
Availability - EDC Data Center Facilities	% availability of EDC facilities based on aLevel 3 Data Center Availability standard.
Availability - Other Data Center Facilities	% availability of other facilities based on aLevel 2 Data Center Availability standard.
Availability - WDC Data Center Facilities	% availability of WDC facilities based on aLevel 3 Data Center Availability standard.
Data Center Onsite Assistance Request	# of business hours to acknowledge the request for assistance.
DCIM Survey Request	# of business days for providing DCIM survey report
Facilities Access Request - Expedited	# of days for providing access to the data center facilities.
Facilities Access Request - Standard	# of business days for providing access to the data center facilities.
Hardware MAC Request - Expedited	# of business days for

# Dummy Data - SLI Performance



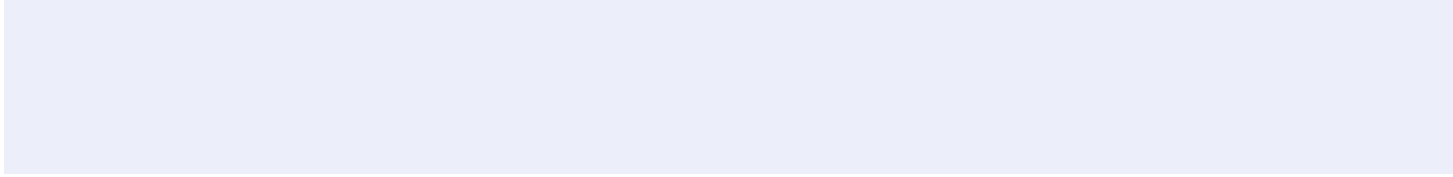
# Dummy Data - SLI Performance



# Dummy Data - SLI Performance



# Dummy Data - SLI Performance





# Dummy Data - SLI Performance

performing the hardware  
installation, move or  
decommission that was  
requested